General Services Administration
Public Buildings Service
Public Buildings Information Technology Service (PB-ITS)

PBS Data Integration and Repository Management (PDIRM)

Statement of Work

2/3/2016

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1.0   Introduction

1.1   Purpose

The General Services Administration (GSA), Public Buildings Information Technology Services (PB-ITS), 1800 F Street, NW, Washington, DC is seeking to maintain the continuity of operations and maintenance support services for the PBS Data Integration and Repository Management Services (PDIRM) application.

1.2   Objective

The Public Buildings Information Technology Services (PB-ITS) provides technology solution services for GSA, PBS. One of its most important services is the delivery of quality data management services and reporting capabilities for PBS' mission critical systems. Because PBS relies on the data and reports maintained in this repository management system, it is essential that these services are managed by expert data managers, data and system architects and quality assurance experts.

1.3   Background

PBS is the largest public real estate organization in the country and a provider of workspace and workplace solutions to more than 100 federal agencies representing over a million federal civilian workers in 2,000 communities. This includes 7,000 leased buildings and 1,900 government-owned buildings. To support these operations PBS maintains an enterprise data center (the Enterprise Service Center or ESC) in Chantilly, Virginia that hosts the national and central office applications in production, testing, and development environments. A facility is located in Kansas City, Missouri for disaster recovery capability and quality assurance testing and training environments. PB-ITS manages the design, development, implementation, and maintenance of all National PBS software applications, as well as the relationships between the PB-ITS's office and PBS Central Office business lines, regional customers, and stakeholders to improve the quality, timeliness, and cost effectiveness of PBS service delivery to its customers.

Additionally, GSA has implemented the enterprise Data2Decisions (D2D) program to bring together and manage all data visualization efforts for GSA. The program implementation has been underway for 24 months and will continue for the life of this contract. Work under this contract will be in alliance with D2D efforts and may involve migration efforts as PBS moves to enterprise D2D.

2.0   Scope of Work

The contractor shall provide expertise, best practices/standard operating procedures and resources to manage and operate PBS' Data Integration and Repository Management (PDIRM) application to include Data Integration and Repository Management, data quality, integrity and control; operating and maintaining PBS' Data Warehouse and Business Intelligence Framework, Source System Data, Extract Transform and Load Processes, managing PBS' Minor Application Repository, standards and policies for source system development teams; modifying source data into BI staging quarterly as necessary and managing e-Fixes to prevent service interruptions.

3.0 Specific Requirements or Tasks

The tasks defined below shall be required for support of this BPA Call to include single tasks and ongoing initiatives. The Contractor shall provide at a minimum the indicated products or services, in the stated specifications or higher, as contained within the Statement of Work (SOW). The government may choose not to exercise option periods for specific requirements or tasks.

a. Project Planning and Execution

The Contractor shall prepare a detailed work breakdown and project schedule with milestones for all tasks as follows:

- Project planning document review
- Confirm user requirements
- Data model / report requirement gap analysis
- Feasibility review
- Design document review
- Technical analysis review
- OBIEE developer configuration
- User acceptance testing
- Final modifications
- IV&V Testing
- Production Release
- Project Closeout
- The contractor shall report progress weekly to the GSA, Contracting Officer Representative (COR), and as deemed necessary elsewhere, as contained in this SOW.
- The Contractor shall track status of all review comments.

The Contractor shall be responsible for performing all work necessary to maintain the operations and performance of all components of PBS' PDIRM to the high level of accuracy, availability, stability, performance and business value that PBS customers have experienced during the past three fiscal years including seamless migrations, and event free fiscal year closeouts.

b. Data Integration and Repository Management (Operations & Maintenance (O & M))

Data Integration and Repository Management (DIRM) is aimed to achieve PBS data consistency where the data can be utilized across multiple business lines and business processes. PBS' has created data domains with a consistent set of identifiers and attributes based on core PBS business functions independent of siloed legacy applications. DIRM for GSA is evolving with the implementation of D2D.

The contractor shall provide operations and maintenance support for all components of BI Staging ETLs to Staging from Source systems. Maintain BI Staging environment and update with Source System changes. Provide releases as necessary to accommodate business needs. All centralized DB management will include O&M components to keep data synchronized with the source system changes, SME support of webservices and APIs from central DBs.

(i) PB-ITS has established an DIRM program management office that is responsible for creating the Master Data Management (MDM) vision and strategy, in conjunction with the GSA D2D team, the Enterprise Architecture team and the PBS Business lines. The Program Management Office defines data governance, stewardship, implementation style, policy and procedures to implement the DIRM program.

(ii) The (PDIRM) team is the critical technical resource to support PB-ITS DIRM implementation including tasks of PMO Support, Data Discovery, Metadata Management and Data Provision for Application Development.

1. PMO Support
   The contractor shall provide support to the DIRM PMO and Enterprise Architecture (EA) team to define PBS DIRM data governance, stewardship, and policy and procedures.
   Additional support defining / developing processes, procedures, and artifacts may be required under this task.

2. Data Discovery

- Identify source system data dictionary artifacts and gaps in artifacts.
- Develop a custom script and/or utilize approved ETL tools to extract metadata from the production databases of national applications such as REXUS, EASi, GREX, ePM, IRIS, BAT, etc, in support of PBS Data Integration and Repository Management (DIRM) initiative.
- Recreate physical and logical model and conduct data evaluation and comparison
- Extract data definitions from functional documents and merge with metadata in template provided by EA.
- Metadata to be captured in template provided by EA.
- Identify upstream data source and downstream data usage
- Identify single source of truth of data
- Clean up data definitions and create data flow map
- A template and standards will be established and provided for development vendors to use when providing data dictionaries and data models.
- Maintenance of data dictionary library – data management site

3. Metadata Management

   Metadata management is a critical component of MDM. Data object abstraction is necessary for MDM to incorporate different attributes to the same object since the common master data is intended to be used across business functions and transactions. While the goal for MDM is to establish a single authoritative source of the master data, the

actual implementation of master data usage is of some variation of the master data view that related to the authoritative source.

The Contractor is responsible for working with business line and data owners to:

- Support DIRM PMO establishing technology standards and establish and implement metadata management methodology
- Establish change management framework
- Support DIRM PMO to implement a Metadata management to remove redundancies and promote sharing of the metadata across application boundaries
- Support DIRM PMO to define framework for multiple metadata repositories for multiple business communities use
- Support DIRM PMO to establish a framework to address semantic and reconciliation issues of metadata
- Establish cross-functional, cross-community metadata Hub
- Master identification

4. Database consolidation study and model
   The contractor shall support PBS Architecture team to design and develop a consolidated data model and create physical consolidated model/databases.

5. Provision of data under DIRM framework

   PB-ITS has developed technical direction to include MDM as part of any future application development effort (on premise and cloud based development). DIRM PMO is responsible for performing application database design reviews and validations. To support PBS future application development activities, the Contractor shall:

   - Establish a data provisioning framework for all future system development data needs, for both cloud based and on premise development, following PBS DIRM and industry best practices.
   - Provide data orchestration services to supply necessary data elements/objects utilizing a variety of tools, such as Cast Iron, for all future system development data needs, in supporting of development, testing and production environments. The expectation is that the Contractor will support the use of these tools for data consumption by other systems' development teams; the actual orchestrations will be accomplished by the system that is consuming the data.
   - Develop and implement the necessary data movement solutions to serve data to PBS system development effort, from existing

application data sources including BI Framework and other source systems.
- Develop a change management process for changes to the data dictionaries/element/objects.
- Identify objects that will be shared between the applications (building information from REXUS via BI Framework, project information from ePM (possibly via BI Framework).
- All data provisioning solutions must fully comply with PBS EQP and IT security standards.

c. Database Design Engineering (O & M)

The contractor shall provide database design expertise to bridge application specific and database architecture tasks as well as support the ongoing operations of those systems. Additionally, the contractor shall develop and maintain the PBS data strategy to ensure data integrity and consistency.

The Contractor shall develop, maintain and manage the Oracle products including but not limited to: Architecture Design and Patch Management.
- Design and architect a solution to help manage Oracle Products such as Oracle Databases 11g migrating to 12c, Oracle Application Server 11g migrating to 12c, Weblogic and future releases,
- Evaluate and validate hardware/software solution that supports the Oracle future growth and open design architecture,
- Utilize the Oracle Enterprise Manager to monitor various Production servers to obtain the baseline of oracle software and scripts that will be installed and replicated.

The contractor shall provide Database Design Engineering support as follows:
- Provide expertise in the definition and design of database solutions, including IT systems, applications, middleware, processes and infrastructure, according to the established strategies, processes and standards.
- Partner with business, technical, and vendor contacts to discuss requirements for and review proposals for new IT solutions. Participate in the selection process for new IT solutions.
- Evaluate options and design Architecture solution for backend database environments and web-based systems in order to support business, technical, and service-level objectives.
- Support the development of strategy, frameworks, best practices and patterns working with Architects from other IT functions.
- Assist with the definition and communication of the technical roadmap and lifecycle for the components and systems supported by the database administration team.
- Conduct technical reviews of all new projects and enhancements to existing installed base to assess impact to existing and future Architecture plans.
- Perform proof-of-concept evaluations to assess capabilities and appropriate fit within Architecture.

- Enact processes for constantly improving the performance, scalability, extensibility, interoperability, reliability, availability, and usability of the Architecture

d. Data Ware House and OBIEE Design Engineering and Administration (O & M)

i) OBIEE Hosting Tasks (O & M)

The Contractor shall be responsible for engineering and administration of the PB-ITS 11g/12c OBIEE Hosting environment. The Contractor shall coordinate with the Technical Operations (TechOps) team to ensure the environment is maintained in a manner consistent with PB-ITS uptime requirements of 97.5 percent and shall be managed in a manner consistent with all developers being able to use the environment to host application and reports. The Contractor shall ensure that the BI Reporting Team is notified immediately of service interruptions and/or data issues associated with failure of any component of the DIRM so that the User Community receives prior notice of issues.

The Contractor shall establish standards for the SDLC as it relates to report/domain model design for this environment and provide a standard UAT process for all teams to adhere to when utilizing the OBIEE Hosting environment. This task order includes potential optional tasking of execution of physical data models for new reporting capabilities/ domains (maintenance of single RPD file) as new systems come on line. Firm fixed price task order will be awarded separately in the event this optional tasking is needed.

ii) Data Warehouse Maintenance Task (O & M)

The Contractor shall provide routine and emergency maintenance on all data models and warehouse elements to preserve the integrity of the data. The data warehouse shall be maintained in operational status as defined by the PB-ITS EQP process and shall be routinely and regularly patched in accordance with the PB-ITS patch schedule. The Contractor shall update, maintain and publish in ER/Studio a full data dictionary and logical and physical models of all data warehouse data elements and models. The Contractor shall publish a full data dictionary and logical and physical models for all changes to existing data elements and models or new data elements and models that are created under this BPA Call.

The Contractor shall be responsible for management and support of all reports, ETL's and models and will assist the owners with troubleshooting and administration when issues arise. As part of troubleshooting and administration, it is the Contractor's responsibility to record, track through resolution, communicate status to stakeholders and document solutions for all issues and data quality concerns that arise. The Contractor shall be responsible for suggesting improvements to ETLs and models for improved efficiencies. During the performance of this contract, PBS may introduce a new ETL tool and the Contractor shall be expected to implement the new tool effectively.

For this task, PBS anticipates Monthly releases to accommodate bug fixes, updates, source systems changes and updating BI Staging to include additional data to existing

sets. The Contractor shall submit a Standard Operating Procedure for these planned releases including clear guidelines for business owners of existing Data Models. Routine updates will be included in the monthly release cycle.   Due to the mission criticality of PBS source systems, unplanned fixes to accommodate urgent, data changes and additions will also be performed under this task. To accommodate unplanned fixes, the Contractor shall include standard procedures for ensuring the timely implementation of unplanned releases outside the normal cycle.

e. Data Integration and Repository Management User Support (O&M)

The Contractor shall be responsible for all Data Integration and Repository Management user support to include individuals, teams and other contractors. In all cases of data issue resolution, the Contractor is responsible for communicating with the issue originator to fully understand the issue, conducting analysis to determine root cause, implementing a solution to effectively and completely resolve the issue and documenting the resolution to create a knowledge repository. The contractor shall be responsible for providing Tier 2 and Tier 3 helpdesk support services; Tier 1 helpdesk support will be provided by GSA.

f. Key Quality Program, Error Management and Continuous Process Improvements (O & M)

The Contractor shall develop and document the following;

- best practice procedures;
- data quality validation (here's what we're getting from the source and after all the processes it goes through it validates to the same value in the target) including random testing to ensure the quality of the data (and documentation of results);
- data validation (to show the data that was extracted matches the data that was loaded and anything that was not loaded is entered into a readable log for troubleshooting);
- error management and data integrity management;
- procedures for controlling, evaluating and testing that the ETLs that pull the data sets out of the PBS source systems are working correctly;
- UAT data validation procedures and fully scripted UAT processes for testing changes and updates to the data, ETLs and models.

The Key Quality Program includes business process and data improvement initiatives. These initiatives should be aligned with the organization's business and data Enterprise Architecture (EA) so that it addresses an accurate representation of the intra-relationships PBS has within GSA. This will require the use of modeling software to provide data outputs and provide detail into how IT applications and their data interact with the PBS business processes and each other. Standards will need to be determined and implemented in all process work to improve our consistency in the management of data and data models. Activities may include, but not limited to:

- Understanding management vision and discuss approach for improvement.
- Developing Data related EA Plan and High Level Business Dave Architecture

- Consolidate / Review / Finalize Results - The findings of each review will be analyzed and consolidated to include process/data improvement recommendations, regional process/data conflict areas
- Document and Publish "To Be" EA (Business and Data Architecture) based on the agreed-upon process improvements. This "To Be" EA would be documented and published for PBS
- Enforcing Data standards and Data architecture.

g. Data Integration and Exchange Tasks (O&M)

The contractor shall be responsible for creating and/or updating data models using ER/Studio, designing ETL processes using a tool compatible with SQL data and Oracle databases, and designing and engineering suitable data warehouses for the storage and reporting of data in accordance with the standards and practices of the PB-ITS DIRM team. The contractor shall also be responsible for adding missing fields to existing data models and updating documentation. In all cases, the contractor shall update and make current all artifacts affected by adding missing fields so that data models and ETL processes are current and accurate.

h. Minor Application Repository (O & M)

The Contractor shall be responsible for the operations and maintenance of the Minor Application Repository (MAR) database that currently supports multiple PBS national applications.

i. Salesforce Common Data Objects (O & M)

The Contractor shall be responsible for the operations and maintenance of the common data objects developed for Salesforce implementation, including Building, contact, region, AB code, State code objects, and the Cast Iron Orchestrations that feed them.

3.1 Task 1: BI Staging

The contractor shall provide operation and maintenance support services for all components of BI Staging including all ETLs to Staging from Source systems as follows: .
- Maintain BI Staging environment and update with Source System changes.
- Provide Quarterly Releases with potential interim releases as necessary to accommodate business needs.
- All centralized DB management will include O&M components to keep data synchronized with the source system changes.
- SME support of webservices and API from central DBs.

3.2 Task 2: Data Warehouse, Data Models, Subject Areas, Domains and Reports/OBIEE

The contractor shall provide operation and maintenance support of Data Warehouse, Data Models, Subject Areas, Domains and Reports as follows:
- Portfolio, Project, Acquisitions and Financial.
- BI DW including ETLs to DW.
- Support for migrating DW to cloud.

- OBIEE and Reporting support (and then support of alternative solution once in place) conversion of OBIEE reporting to alternative solution.

For all subject areas, the O&M team shall track user access for reports and domains.

3.3 Task 3: Financial Domain activities
The contractor shall provide operations and maintenance of specific critical Financial Domain activities
- Financial Domain—EOFY activities
- Financial Domain—OA Billing activities
- Financial Domain—Rent Bill activities

3.4   Task 4: Datastage
The contractor shall provide operations and maintenance of the Datastage appliance orchestration including consultation with other development teams in how to use Datastage (individual development teams would be responsible for actual development and deployment for their apps).

3.5   Task 5: Cast Iron Salesforce Orchestrations/Common Objects
The contractor shall provide Cast Iron appliance operations and maintenance (including Salesforces orchestrations/common objects) and subject matter expertise; consultation for use of Cast Iron (individual development teams would be responsible for actual development and deployment for their apps).

3.6   Task 6: Cast Iron Galaxy 2 (G2) Orchestrations
The contractor shall provide operations and maintenance for all Cast Iron Galaxy 2 (G2) business layer and application calculation processes existing in Cast Iron including troubleshooting and fixing issues and updating business rules as needed.

3.7   Task 7: PBS Operational Data Store (PBSODS)
The contractor shall manage and update PBSODS and the PBSODS replacement OMARS.

3.8   Task 8: MAR
The contractor shall provide operations and maintenance support of the MAR Database/ Consolidated MARC DB to include data integration support, database management, enhancements and work to synch with upstream system changes, ETL / data uploads from BI Staging or other source systems, and data uploads for specific apps.

3.9   Task 8: USDA integrations
The contractor shall provide operations and maintenance support of FS6 and other USDA reports and integrations for PBS as PBS financial systems migrate to USDA systems.

4.0 Optional Application Development/ Enhancements
It is anticipated that there will be a need for enhancements to the existing application baseline which will add functionality that is not currently present, such as additional data domains and

dimensional data modeling activities. Depending on the level of complexity, PBS may request application development work in addition to that work which is described within this Statement of Work. PBS IT Governance will perform annual program review and establish IT investment budget based on PBS business needs. All system development and enhancement work must be approved by IT Governance.

The Contractor shall utilize software development methodologies based on incremental or iterative software development methodologies. As such, the Contractor shall provide and support multiple software releases in accordance with the government's software delivery schedule. While each incremental or iterative release shall be subject to Government acceptance, the final acceptance for the overall product is contingent upon the acceptance of the Final Operational Baseline Release Report which shall incorporate all of the associated system functionality identified in the specifications referenced herein.

The Contractor shall perform required Release/Enhancement Development and Implementation activities for all applications including:

- Requirements gathering activities
- Validating requirements with business sponsors and regional business users
- Release design including technical documentation such as system design, functional specifications, security analysis and documentation, training/user guides, and web-based self-training.
- Delivery of Test baseline and Operation Baseline releases with each release
- Technical documentation as described in the EQP, as well as updated Data Dictionaries and Entity Relationship Diagrams (ERDs) in a format approved by the Government.
- Implementation support

The contractor shall ensure the application is available for use and shall resolve "bugs" when identified. Fixes to "bugs" may include modification of executable code. In the event of such changes, the Contractor shall execute software testing and configuration management efforts. The contractor shall continue to maintain existing interfaces to other applications. The Contractor shall coordinate with the Technical Operations (TechOps) teams regarding system outages and hardware/firmware interface issues.

All system development and enhancement work must be pre-approved and funded by IT Governance. The following is a list of anticipated enhancements that are currently under review by IT Governance. Offerors will be requested to provide systems impact plans and separate pricing for potential enhancements. Offerors must provide pricing for enhancement work at the same level of detail and in accordance with the same quality requirements as stated above. The GSA IT Governance must pre-approve and fund any enhancement work. Contractor may start work on the any enhancement tasks, if and only if, official notice is provided by the Contracting Officer.

The following are potential enhancements—all potential enhancements will be vetted and approved through the GSA governance program and full requirements will be generated at that time:

- Conversion of OBIEE reporting to alternative solution. Support of alternative solution for current OBIEE and Reporting solution once in place. Tableau and Microstrategy are current alternative solutions.
- Enhancements to Staging Environment
- Enhancements to Data Warehouse, Data Models, Subject Areas, Domains and Reports
- Technical Breaks outside of routine O & M, Technical Upgrades (e.g. Oracle 11g to 12c)
- Cast Iron DME including expertise for enhancement development; Galaxy 2 (G2) orchestrations enhancements; and, Salesforce orchestrations/common objects enhancements
- MAR DB Enhancements
- Enhancements to PBS ODS and potential Streams replacement.
- Converting databases from one platform to another
- DME enhancements approved through governance including domain reporting.

5.0 Labor Requirements

GSA would like to maintain a commensurate level of quality and expertise. GSA expects the Offeror to propose the labor mix and level of effort necessary to provide the best solution to the Government. All applicable BPA Labor categories can be utilized pursuant to the requirements of the BPA Call.

The Contractor shall ensure a stable workforce during the performance of this BPA Call. The Contractor shall be mindful that the substitution of Contractor personnel may result in downtime of BPA Call performance due to transition time and the security clearance process. The result is costly in time and funds to the Government, therefore the Contractor shall mitigate substitutions in personnel to the maximum extent possible.

During the first ninety (90) days of the performance, the Contractor shall make no substitutions personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer (CO) within fifteen (15) calendar days after the occurrence of any of these events and provide the information required by the paragraph below. After the initial 90-day period, the Contractor shall submit the information required by the paragraph below to the CO at least fifteen (15) days prior to making any permanent substitutions.

The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the CO. Proposed substitutes should have qualifications equal to, or greater than, the person to be replaced.

The GSA CO in consultation with the Contracting Officer's Representative (COR) shall evaluate substitution requests and promptly notify the Contractor, in writing, of his/her approval or disapproval thereof. At the discretion of the COR, an interview with the proposed personnel may be required to verify that the proposed substitute has qualifications equal to, or greater than, the person to be replaced. The COR shall notify the Contractor ten (10) business days in

advance of the proposed substitution date if the COR chooses to conduct an interview to review the qualifications of the proposed individual. Only the CO has authority to accept or deny personnel substitutions. The CO will notify the Contractor within five (5) calendar days after receipt of all required information of the decision on substitutions.

6.0   Deliverables

The required deliverables for this BPA Call are as indicated in the SOW requirements, as noted in the quality Guidelines and as explained below. All deliverables shall be produced in accordance with PBS' Enterprise Quality Program (EQP processes / methodologies/ requirements, PBS software standards, as well as GSA Security standards. All deliverables under this contract become Government property and are able to be publically released under the Freedom of Information Act (FOIA), unless the Contractor marks them proprietary and the Government concurs.

One copy of all deliverables shall be provided to the CO and the COR:
Terry Forline
GSA, GSA IT, PB-ITS
1800 F Street, NW
Washington, DC 20405
Terry.forline@gsa.gov

6.1   Summary of Deliverables

The Contractor shall within thirty days of award of this task order review and validate the existing standard operating procedure and standard specification for report writing used by all PB-ITS vendors to create reports for the hosting environment. The Contractor is encouraged to suggest improvements or needed changes to these standards to more effectively and efficiently support PB-ITS' hosting environment. The government will review and incorporate approved changes.   Contractor is expected to enforce agreed upon standards once finalized.

The Contractor shall deliver within thirty days of award of this contract a User Support Standard Operating Procedure detailing how the Contractor will achieve this task, including but not limited to a clear protocol/SOP for reporting data quality issues and how users report issues, a clear protocol/SOP for who is responsible for fixing and communicating the fix, methodology for tracking and escalating issues, delineated turnaround time periods for accomplishing fixes or issue resolution (SLAs), and documentation of solutions and remedies taken to ensure resolved issues do not recur.

The contractor shall provide the following:
- Monthly Status Reports
- Weekly Status Reports
- Meeting Minutes
- Project Management Plan
- System Impact Plan
    - System design documentation
    - Updated Reporting Requirements Documentation

- Gap Analysis
- ETL Needs Assessment
- Updated Star Schemas
- User Guide Document
- Installation process document
- ETL modifications as needed to support OBIEE data model enhancements as defined under Scope
- OBIEE data model enhancements as defined under Scope
- Test plan documents
- Updated Data Dictionary
- Refer to OBIEE Hosting Tasks
- Refer to Data Integration and Repository Management User Support

6.2   Weekly Status Reports

The Contractor shall provide a weekly status report, that as a minimum, details progress on the following:
● Project Status
● Accomplishments from last period - description of milestones and deliverables
● Upcoming Week's Plan
● Issues/Concerns
● Planned Deliverables in the next 30 calendar days

6.3   Monthly Status Reports

The Contracting Officer will coordinate a monthly meeting between GSA, the Contracting Officer's Representative and the Contractor to discuss the monthly reporting. The meeting may be held at the customer site or held telephonically as designated by the GSA Project Manager.

When requested, the Contractor shall deliver complete meeting minutes no later than COB of the next business day after the end of the meeting. A monthly status report shall be provided to the GSA Contracting Officer and the COR.
It is expected that the BPA Call monthly status reports will include but are not limited to:

- Activities of the previous month including description of milestones and deliverables

- Activities planned for the next month including description of milestones and deliverables

- Any issues or problems impacting project progress along with their ultimate resolution

- Progress for each project or subtask;

- Updates and Changes;

- Copy of the Previous Month's invoice

- Users/Projects involved with each initiatives;

- Lessons Learned;

- Plan of Action and Milestones (POA&M).

6.4   Meeting Minutes

The Contractor shall prepare and deliver meeting minutes for meetings attended. The meeting minutes shall include a list of attendees, background, agenda, summary of discussion, action items, and next meeting (if planned).

Meeting minutes shall be delivered by the close of business (COB) 1 working day after meeting and submitted via email.

6.5   Project Management Plan (PMP)

The Contractor shall develop a PMP for all PDIRM Application activities in Microsoft Word format, including project scope (processes), project management approach, responsibilities, schedule, resourcing, risk, and quality and communication methods. This PMP will be a living document, maintained and updated throughout the life of the contract, as changes to the information occur and at least annually. The PMP shall include the staffing plan, execution schedule, and organizational chart. The PMP shall also include a detailed list of activities and milestones in MS Project format, at a minimum with detailed scheduling information, dependencies, resourcing.

6.6   System Impact Plan

Upon receipt of an Enhancement Notice from the Government, the Contractor shall submit a System Impact Plan/Software Development Plan for the enhancement, including the estimated labor mix necessary to complete the enhancement.

6.7   Delivery Schedule

The Contractor's delivery schedule shall be as follows:

Deliverable Description	Delivery Schedule	Copy to PBS PM	Copy to GSA CO
Draft Phase-In Plan	March 15, 2017 to the COR	X	X
Final Phase-In Plan	Three (3) business days after COR provides feedback from the Draft Phase-In Plan to the Contractor.	X	X
Project Management Plan	For each major project	X	
Project Plan Updates	Every two (2) weeks	X	
Standard Operating Procedures and Updates	As required	X	
Logical Architectural Diagrams (as needed)	For each task	X	
Status Report and Progress Meeting Minutes	Weekly	X	
System Configuration and Updates (as needed)	Biweekly	X	

Data flow Diagrams (as needed)	For each major enhancement	X	
System Improvements (as needed)	Monthly	X	
System Diagrams (as needed)	For each task	X	
Data Warehouse Diagrams (as needed)	For each task	X	
Data Dictionary (as needed)	For each task	X	
Baseline Infrastructure Documentation (as needed)	As needed	X	
Target Architecture Recommendation documents (as needed)	For each task	X	
Gap analysis between current and proposed architecture (as needed)	For each task	X	
Identify tools and resource requirements (as needed)	Within 30 calendar days of task award	X	
Document, monitor and audit KPI Metrics (as needed)	Monthly	X	
Baseline security state documentation (as needed)	As needed	X	
Standardized and documented schemas (as needed)	For each task	X	
DB account standardization and validation (as needed)	For each task	X	
Standardization of database implementation strategy (as needed)	For each task	X	
Establish DBA guidelines and SOPS (as needed)	As needed	X	
Create Guidelines and SOPS (as needed)	As needed	X	
Create Patch Process Implementation Strategy (as needed)	As needed	X	
Target DB architecture with gap analysis of current architecture (as needed)	For each task	X	
Create and Maintain data dictionary (as needed)	For each task	X	
Develop baseline IDs and table field structure (as	For each task	X	

needed)			
Monthly Status Reports	10th calendar day of the month	X	X
System Impact Plans	As needed	X	X
Invoices	10th calendar day of Month - Original to http://www.finance.gsa.gov - Copy to Government PM - Copy to CO/ Contract Specialist - Copy to COR Invoices shall identify the hours worked and /or deliverables and their associated costs in dollars.		X
Phase-Out Plan	Sixty (60) calendar days before the BPA's completion or cancellation	X	X

7.0   Place and Period of Performance

Work shall be primarily performed in the Washington, D.C. Metro area. Core hours are generally 9:00 a.m. through 6:00 p.m, Monday through Friday. Government space may be assigned for this support. Under this award telework is supported.   Contractor meetings shall be conducted at the GSA Central Office in Washington, D.C. and/or at the Enterprise Service Center (ESC) in Chantilly, VA.

This BPA Call shall include a base period and two unilateral option periods for the Government to exercise according to the following schedule:

- Base period: March 1, 2017 – November 29, 2017
- Option Period 1:November 30, 2017 - April 29, 2018
- Option Period 2: April 30, 2018 - September 29, 2018

7.1   Phase-In/ Phase-Out Overview

The Phase-In/Phase-Out process is defined as a smooth transition from one contractor to another, in order to maintain the program's integrity required under the contract.

The Contractor shall take all actions necessary to achieve a successful transition from the incumbent Contractor/GSA Staff and to the follow-on Contractor/GSA Staff.

7.2   Phase-In

The Contractor shall expect to attend an orientation session at or before the start of the award. This session may be virtual or at a central location.

The Contractor shall develop a detailed Draft Phase-In Plan detailing their phase-in approach, staffing, activities, risks, and schedule as part of their quote to ensure business continuity with no disruption and no impact to existing systems. The COR will provide the Contractor feedback on the phase-in plan and allow the Contractor to make revisions as needed. The Contractor shall resubmit the Final Phase-In Plan three (3) business days after COR provides feedback to the Contractor. The Contractor shall follow the Government approved Final Phase-In Plan after the BPA Call award. The Contractor shall propose a transition timeline and process for any phase-in activities as required. Phase-in costs should be included as a separate cost from the Base Period.

The Contractor shall use the time between contract award and the O&M start to prepare for and achieve full operational status on the first day of required services. To accomplish this level of operational readiness, the Contractor shall implement the Final Phase-In Plan. Site access shall be permitted during phase-in to the extent that it does not interfere with the operation of the Incumbent Contractor.

The Contractor shall coordinate with the COR for site access permission. The phase-in plan should address no less than the following:● Receipt of the applications
● Inventory of all outstanding maintenance requests/enhancements/issues
● Manpower requirements: personnel staff-up to full staff hand-off with the incumbent Contractor and service levels during phase-in
● Personnel recruitment
● Personnel orientation
● Site familiarization
● Material Equipment On-hand levels verification and validation
● Assumption of responsibility and accountability of Government furnished property
● Telephone Services
● Contractor provided supplies and equipment
● Timelines

7.3   Phase-Out

The contractor shall maintain full contract compliance during the period of time leading up to contract expiration or termination. The contractor shall submit to the Government a phase-out plan sixty (60) calendar days before the contract completion or termination. The phase-out plan shall address not less than the following.

* Procedures for retaining the staffing levels necessary to maintain required services through the day of contract expiration or termination.
* Procedure and responsibilities for performing physical inventory and reconciliation of Government Furnished Equipment (GFE) and Government Furnished Information (GFI).

- Procedure and responsibility for reconciling and certifying material and equipment on-hand levels and accuracy.
- Procedure for transferring knowledge and documentation.
- Contractor shall provide on-the-job training for the incoming Contractor personnel. This includes side-by-side operational procedures.
- A list of all ongoing tasks and activities of the current staff, including a summary description of the work. For each task/activity, the Phase-Out Plan shall include upcoming milestones and their individual status, the level of effort being applied, and current or anticipated risks associated with task completion.

The Contractor shall coordinate its phase-out activities with the incoming Contractor to effect a smooth and orderly transition at the end of the contract's period of performance. The Contractor shall remove all Contractor-owned property from the Government space or facility by close of business on the last day of the contract

The Phase-Out Plan shall include a minimum of a plan for turnover of the application to the successor Contractor, inventory of all outstanding requests/enhancements /issues, hand-off with the successor contractor, and service levels during phase-out, etc. The Contractor shall propose a transition timeline and process any phase-out activities required.

8.0 Travel
This BPA Call does not anticipate the requirement of any non-local travel. If travel is required based on this contract, the Government will negotiate travel expenses and authorize the travel in writing prior to the occurrence of travel. The Government will reimburse Contractor for all travel expenses in accordance with the Federal Travel Regulation (FTR). Travel expenses shall be submitted on a per incident basis. Local travel is not reimbursable. Local travel shall be considered within fifty (50) miles of the GSA Headquarters and within fifty (50) miles of each Regional Office Buildings.

9.0 Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)
The Government shall furnish the following:
- Workspace for contractor personnel (telework is permitted).
- Conference room space for briefings, meetings, etc.
- Use of Government equipment necessary for contractor personnel to complete task requirements and deliverables. Equipment may include computers, cell phones, and other miscellaneous equipment necessary to effect communications. All Government furnished property shall be issued upon receipt of the appropriate Government forms and property passes and shall be returned to the issuing office upon termination of the task(s) and/or the responsible contractor personnel.

Access to GSA networks may be provided to personnel on an as needed basis approved by the Government. These individuals shall not be given access unless appropriate security access has been successfully adjudicated.

10.0 Security

10.1 IT Security

In performance of this BPA Call, the contractor shall follow and as applicable in the performance of tasks, reference the applicable security laws and regulations. To comply with GSA Order, CIO 2100.1 (and any revision/iteration thereafter), contractors who design, operate, test, maintain, and/or monitor GSA systems must have as a minimum, either a Limited Background Investigation (LBI) or a Minimum Background Investigation (MBI) investigation.

The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.

The contractor shall reference and comply with the following statutes and regulations regarding Information Technology Security (and all future revisions to these policies that may occur during the POP of this task):

- GSA Information Technology (IT) Security Policy, CIO P 2100.1.
- GSA Order CIO P 2181.1 "GSA HSPD-12 Personal Identity Verification and Credentialing Handbook", dated October 20, 2008.
- GSA Order CIO 2104.1, "GSA Information Technology (IT) General Rules of Behavior", dated July 3, 2003.
- GSA Order CPO 1878.1, "GSA Privacy Act Program", dated September 2, 2014.
- GSA IT Security Procedural Guide 04-26, "FISMA Implementation"."
- GSA IT Security Procedural Guide 06-29, "Contingency Plan Testing"."
- GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk."
- GSA IT Security Procedural Guide 08-39, "FY 15 IT Security Program Management Implementation Plan."
- GSA IT Security Procedural Guide 09-44, "Plan of Action and Milestones (POA&M)."

Contractors are also required to comply with Federal Information Processing Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST, and the requirements of FISMA.

- Federal Information Security Management Act (FISMA) of 2002.
- Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996."
- Privacy Act of 1974 (5 U.S.C. § 552a).
- Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors", August 27, 2004.
- Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources", and Appendix III, "Security of Federal Automated Information Systems", as amended.
- OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies."

● FIPS PUB 199, "Standards for Security Categorization of Federal Information and Information Systems."
● FIPS PUB 200, "Minimum Security Requirements for Federal Information and Information Systems."
● FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."
● NIST Special Publication 800-18 Rev 1, "Guide for Developing Security Plans for Federal Information Systems."
● NIST Special Publication 800-30, "Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems."
● NIST Special Publication 800-34, "Contingency Planning Guide for Information Technology Systems."
● NIST SP 800-37, Revision 1, "Guide for the Security Certification and Accreditation of Federal Information Systems."
● NIST Special Publication 800-47, "Security Guide for Interconnecting Information Technology Systems."
● NIST Special Publication 800-53 Revision 4, "Recommended Security Controls for Federal Information Systems."
● NIST Special Publication 800-53A, "Guide for Assessing the Security Controls in Federal Information Systems."

10.2 Homeland Security Presidential Directive (HSPD-12) and Background Investigations Requirements

For any Contractor personnel performing work under this SOW who shall require access to GSA IT applications, systems, or data, the Contractor(s) shall comply with the Homeland Security Presidential Directive-12 (HSPD-12) security clearance process. This means first obtaining a fingerprint clearance, which typically takes 3-4 weeks. At that point, the Authorizing Official (AO) can grant limited access on a case by case basis. Next, a preliminary favorable adjudication of their National Agency Check with Inquiries (NACI) clearance level shall be received. This process can take 1 to 2 months. Only when a full NACI adjudication is received shall full access be granted. This process usually takes four (4) to eight (8) months, though it could take as many as 12 months.

The Contractor(s) shall submit the necessary paperwork to conduct a National Agency Check with Inquiries (NACI) background investigation for each proposed personnel prior to working on the contract. Contractor(s) shall not be granted access to a GSA facility or to any GSA IT system prior to a favorable response to the fingerprint portion of this background investigation. An individual Contractor's failure to return satisfactory results from the background investigation shall result in immediate removal of that Contractor.

Higher levels of clearance shall also be required depending on the level of trust required to perform specific duties or perform a specific task. For any Contractor who shall have access to Sensitive but Unclassified (SBU), Financial Transactions, Personally Identifiable Information (PII), or any data that is deemed to require a higher level of trust, a Minimum Background Investigation (MBI) shall be required.

The Contractor shall be required to fund their employee's' security clearance and background investigation processes; the Government will not provide funding for these requirements.

10.3 Privacy Act
Work on this contract will require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

10.4 Protection of Information
The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the contract. In addition, the Contractor shall protect all government data, equipment, or information by treating the material as sensitive. SBU information, data, and/or equipment shall only be disclosed to authorized personnel. The Contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. Items returned to the Government will be hand carried or mailed to the COR using certified mail. The Contractor shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material.

10.5 Non-Disclosure Agreements
If determined to be required by the CO, Contractor, and their personnel shall be required to sign non-disclosure agreements (NDAs).

10.6 Organizational Conflict of Interest
FAR Subpart 9.5, Organizational Conflicts of Interest, applies. If the CO determines that an offeror may have a potential organizational conflict of interest, then the Contractor shall be required to submit a mitigation plan and, if awarded, comply with any procedures put in place to avoid or mitigate conflicts.

10.7 Section 508 Compliance
In accordance with Federal Register, 25 APR 01, FAC 97-27, Executive Order 12866, Part 2.101, FAR Part 7.103, FAR Part 10.001, FAR Part 11.002, FAR Part 12.202, FAR Part 39.000 & 39.2, access to electronic and information technology (EIT) by individuals with disabilities must be compliant with the accessibility standards at 36 CFR 1194, unless it falls under one of the exceptions noted in FAR 39.204. Additional information and requirements related to 508 Compliance can be located http://www.section508.gov.

11.0 FAR Clauses
52.217-5 EVALUATIONS OF OPTIONS (JUL 1990)
Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)
The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 calendar days before the contract expires.

52.217-9 Option to Extend the Term of the Contract (Mar 2000)
(a) The Government may extend the term of this contract by written notice to the Contractor within 10 calendar days before the contract expires; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.
(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 1 year and 7 months.

12.0 Administration
12.1   GSA Electronic Invoicing
All invoicing shall be done electronically. Password and electronic invoice access shall be obtained through GSA web site http://www.finance.gsa.gov. Invoices shall be itemized as per the specific line items utilized during that billing period.

Billing and payment shall be accomplished in accordance with this clause. The Contractor shall have the invoice certified by the client representative. The Contractor's invoice shall be for no less than one month. The Contractor shall invoice only for the hours, travel, and/or unique services ordered by GSA and actually used in direct support of the client representative's project. A copy of the Government's document (receiving report) accepting the covered services shall accompany invoices submitted for payment. A copy of the invoice shall be submitted via email to the Government PM, along with the monthly status reports, at the same time that it is submitted for payment. Failure to comply with the procedures outlined above shall result in your payment being delayed.

The Contractor shall submit with a GSA Form 1142- Release of Claims with submission of the final invoice at the end of the period of performance. A copy of the form should be sent via email to the Contracting Officer identified in Block 26A of the award document (GSA Form 300) and to the Contract Specialist and COR identified as the Government POCs in this SOW.

12.2   Delivery Schedule

The Contractor's delivery schedule shall be as follows:

Progress Report	Monthly	Status due by the 10th workday of the next month and 24 hours before any status meeting.
Invoices	10th calendar day of Month	- Original to http://www.finance.gsa.gov - Copy to Government PM - Copy to CO/ Contract Specialist - Copy to COR Invoices shall identify the hours worked and /or deliverables and their associated costs in dollars.

12.3   Inspection and Acceptance

The Government will have fifteen (15) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the Government fails to complete the review within the review period, the deliverable shall become acceptable, unless an extension of the review period is requested and mutually agreed upon. In the event of rejection of any deliverable, the Contractor shall be so notified in writing by the Government PM or CO, giving the specific reason(s) for the rejection. The Contractor shall have five (5) business days to correct the rejected deliverable and return it to the Government PM. The Contractor shall be allowed one (1) resubmission of deliverables.

12.4   Cancellation of Orders

The Government has the right to cancel BPA Calls if the requirement is eliminated, changed, or no longer needed. The Government will notify the BPA Holder, in writing thirty (30) calendar days prior to the stop work date.

12.5   Unauthorized Commitment

The Government PM or any other client representative is not authorized to change any of the terms and conditions of the resultant BPA Calls. Changes, if any, shall be made by the CO only.

12.6   Personal Services

The Government has determined that in order to satisfy the requirements in this SOW the use of a PBS BPA is in the best interest of the Government, economic and other factors considered, and this BPA is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract."

13.0 Government Points of Contact

Sharmel Lane
Contracting Officer
GSA, PBS, Acquisition Services Division
1800 F Street NW
Washington, DC 20405
sharmel.lane@gsa.gov

Terry Forline
Contracting Officer's Representative
GSA, GSA-IT, PB-ITS
1800 F Street, NW
Washington, DC 20405
terry.forline@gsa.gov

Request for Quotes (RFQ)

14.0 Quote Submission

Contractors shall prepare and deliver technical and price quotes that shall be evaluated in determining the "best value" quote.   All quotes shall be submitted via email to **sharmel.lane@gsa.gov (cc: laurie.schimmel@gsa.gov), by 9:00 AM EST on Thursday, February 16, 2017**. The price quote shall be a separate volume, .pdf attachment as well as theExcel version without formulas, from the technical volume. A minimum of three (3) electronic documents shall be submitted for this RFQ:

1. Technical narrative volume, named (Offeror's Name) – Technical Volume
2. Price PDF narrative volume, named (Offeror's Name) – Price Volume
3. Price Excel template document, named (Offeror's Name) - Required Price Quote

You may add on to the file names after this defined piece.

Large email attachments can be delayed during regular business hours. GSA has an attachment size limit of 25 MB. If this is a problem, submit as multiple emails with small attachments, or with enough time to clear the server delays. Quotes not time stamped in the receiving email inbox, at or earlier than the due date and time, will be late and not accepted.

Questions regarding the SOW or RFQ may be submitted to **sharmel.lane@gsa.gov (cc: laurie.schimmel@gsa.gov), by 12:00 PM EST on Thursday, February 9, 2017.**

Responses to all Contractor questions will be emailed to all Offerors as an amendment to the RFQ.

15.0 Methodology for Award

Award will be based on the best value to the Government, price and other factors considered, pursuant to FAR Subpart 8.4.

Best value evaluation is, in and of itself, a subjective assessment by the Government of the proposed solution that provides the optimal results to the Government, price and other factors considered. Subjectivity is inherent in the process and is the cornerstone of the source selection decision. In an effort to provide insight to the BPA Holder(s) as to the decision making process of the Government, the following information is provided:

Evaluation will be made on two factors – Technical and Price. In the evaluation, technical is significantly more important than price. While price is not as important as Technical, it does have significance to the Government.

In rating the technical proposals, there are two (2) factors (Technical Capability and Understanding of the Requirements and Staffing and Composition of the Professional Team) listed in order of importance. Technical Capability Understanding of the Requirements is significantly more important than Staffing and Composition of the Professional Team.

The Government will perform a price/technical trade-off analysis in accordance with the above methodology and select the offer that provides the best value.

The Government intends to use the trade-off process in selecting a quote that is most advantageous. The trade-off process is a method of evaluating price and other factors as specified in the RFQ to select the offer that provides the best value to the Government. The process permits trade-offs among price and technical factors. Because the trade-off process allows an award to be made to the offer that provides the Government with the best value, it also allows the Government to accept other than the highest technically rated offer and other than the lowest priced offer.

The award may be made without FAR Part 8 discussions; therefore, vendors are requested to submit quotes to the Government on the most favorable terms from a technical and price standpoint.

This procurement will be conducted in accordance with FAR 8.405. As such, debriefing as described in FAR Subpart 15.506 is NOT applicable in this instance. Vendor(s) are put on notice that only a brief explanation of the basis for the award decision shall be provided as prescribed by FAR Subpart 8.405-2(d), and only if requested in writing.

16.0 Technical Evaluation
16.1 Technical Evaluation Factor One: Technical Capability and Understanding of the Requirements

Basis of Evaluation: The Government will review the quote information to determine how well the Offeror understands the SOW requirements, including the soundness of the technical approach most suitable to this effort and the ability to deliver within the required timeframes. Offerors will also be evaluated in terms of quality, depth and relevancy of information provided in their response. Included under this Technical Evaluation Factor is a sub-factor for demonstrating Offeror knowledge of PDIRM. Offeror will demonstrate clear and superior expertise in maintaining PDIRM implementations to a high degree of accuracy, availability, stability, performance and business value, and migration and troubleshooting with successful remedy for existing implementations

- Specific areas to be evaluated are:
- Technical understanding of the SOW requirements
- Demonstrated expertise in supportof Oracle OBIEE 11g/12c, ETLs, Reports, Data Domains, RPDs, Business Intelligence
- Understanding PBS' source systems.
- Depth and breadth of successful experience in support of BI Staging, PBS ODS, MAR, Cast Iron, Oracle OBIEE 11g/12c framework, ETLs, Reports, Data Domains, RPDs, integration of multiple data sources including working with GSA and non-GSA stakeholders to deliver solutions, MAR database, and all functionality under the scope of work.
- Expertise in migrating and upgrading existing implementations and troubleshooting, with successful remedy solutions, existing implementations.

- Configuration management, data management, communications management, project management and defect management/tracking is important.
- Expertise in Salesforce, Cast Iron orchestrations, data services, building new and troubleshooting existing data warehouses, data domains, and ETLs, is required.
- Demonstrated successful expertise in version upgrade within BI platform
- Expertise in converting OBIEE reports to Microstrategy and other D2D technologies is required.
- Demonstrated successful SME understanding of PBS business: acquisitions, financial management, portfolio management and project management is required.
- Expertise in integrating data sources from multiple agency source systems to deliver required changes in short timeframes.
- Expertise in managing Integrated Project Teams of source system owners and developers to deliver successful changes within specified schedule.
- Demonstrated successful ability to work with multiple stakeholders to deliver highly complex Business Intelligence solutions within tight timeframes and competing priorities while maintaining customer satisfaction is required.

16.2 Technical Evaluation Factor Two: Staffing and Composition of the Professional Team

Basis of Evaluation: The Offeror shall provide a staffing plan for this BPA Call. GSA will allow the BPA Holder(s) to propose labor mix and level of effort they feel is the best fit to this requirement, with a Firm Fixed Price contract award. Offerors will be evaluated on the project staffing strategy, estimated hours and labor mix to assess technical understanding of the requirements and ability to successfully complete the requirements of this project.

Staff Planning: The Contractor shall submit a detailed to include proposed key personnel and all proposed full time staff that identifies the labor categories and hours anticipated by each as well as identify the requirements that each labor category will be responsible for successfully performing.

All personnel proposed must work on this task order as proposed. A signed letter of contingency for employment must be included for non-employees. Resumes for all proposed personnel shall be submitted. All key personnel during the transition and 80% of personnel proposed shall have active HSPD-12 clearance in order to start work immediately.

Resumes: The resumes submitted by the Offeror will be evaluated to assess the availability and qualifications of the proposed staff, their subject matter expertise, their experience in similar projects and their capability to fully and professionally accomplish the objectives stated herein. Resumes are limited to a total of three pages per resume. Experience and expertise in required technologies as listed above in technical capabilities will be considered favorable. Contractor should indicate whether the proposed staff is proposed for Operations and Maintenance or for Enhancement work.

Resume Submission

The Contractor shall provide a resume for all proposed personnel for consideration. All resumes shall include at least the following information:

- **HSPD-12 Clearance Status**
- **Employment status** [one of the following shall be indicated on the resume]
  - o Current, on-board Contractor employee
  - o Current, on-board employee for _____, subcontractor to Contractor
  - o Commitment made between Contractor and individual, signed Commitment Letter attached
  - o Commitment made between _____, subcontractor to Contractor, and individual, signed Commitment Letter attached
- **Certification**
  - o The following statement shall be signed by the individual of the resume: *"I hereby certify that this information is accurate to the best of knowledge and belief."*
  - o The following statement shall be signed by the Contractor: *"I hereby certify that (Contractor Name and/or Subcontractor Name) has verified the foregoing information and it is accurate to the best of our knowledge and belief."*

Once the BPA Call commences, no new personnel shall work on this BPA Call without prior resume submission and verification by the CO.

17.0 Price Evaluation

This BPA Call will be firm-fixed-price for all project and program management, application operations and maintenance and optional development/enhancement support activities. Exercising Option Periods will be based on the successful performance of the other requirements, government need, and subject to the availability of funding.

This SOW will also be firm-fixed price for all optional enhancement tasks which will be under a separate CLINs and a separate task issued to the Contractor under a modification.

The Offeror shall submit pricing for each task area delineated by period of performance, as outlined in the Required Price Quote Template.

GSA seeks discounts, or price reductions, from the Offeror's BPA rates. The Contractors' total BPA Call price and individual Task pricing shall be evaluated and compared, including any discounts offered by Offerors' off of their BPA pricing. GSA will evaluate the Offeror's pricing for reasonableness and overall best value to the Government. Offerors' pricing shall establish confidence for successful performance and completion of the BPA Call requirements.

The Offeror shall complete the attached Required Price Quote Template and shall submit the document as an individual Microsoft Excel file entitled *(Offeror's Name)* **- Required Price Quote.**

The narrative section of the price quote shall be named *(Offeror's Name)* **– Price Volume.**

18.0 Proposal Instructions

The proposal font must be font style Times Roman size 12. Graphs and charts must use font size not less than 10. The evaluation will not consider any information on pages exceeding the page limitation which is thirty five (35) for technical and four (4) pages for price

Technical Quote	Page Limit and Submission Process	Submission Item	Required Template
Evaluation Factor 1	Maximum of twenty (20) pages in the Technical Quote	Technical Approach and Understanding of the Requirements	N/A
Evaluation Factor 2	Maximum of fifteen (15) pages in the Technical Quote	Staffing and Composition of the Professional Team	N/A
Evaluation Factor 2	Maximum of three (3) pages each Resume submitted as an individual Microsoft Word or Adobe PDF file(s) entitled *(Offeror's Name)* – **Resume of** *(Individual Name)*	Resumes	N/A
Price Quote	**Page Limit and Submission Process**	**Submission Item**	**Required Template**
Price Evaluation	Maximum of four (4) pages	Price Narrative	N/A
Price Evaluation	Excel Price Template	Price	Yes